

Troubleshooting

The following table lists the symptoms, the possible causes, and the possible corrective actions for common problems. Refer to the other sections of the user manual for detailed explanations on how to implement the corrective actions. If the unit continues to be non-functional, refer the unit for servicing. (Refer to [Chapter 12](#) of this manual for contact information.)

<i>Symptom</i>	<i>Possible Cause</i>	<i>Corrective Action</i>
Unit will not turn on	Battery pack not inserted	Insert battery pack
	Battery pack depleted or needs servicing	Replace battery pack or call for service.
	Unit needs servicing	Call for service
Unit immediately turns off	Battery pack depleted	Replace battery pack
	Unit needs servicing	Call for service
ASI flashes red and/or unit makes periodic "beep" sound.	Unit needs servicing	Go to AED Status Screen by pressing the CENTER softkey button or call for service
	Battery pack non-functional	Replace battery pack
	Defibrillation pads are not pre-connected to unit	Connect defibrillation pads to unit
	Defibrillation pads or battery pack expired	Replace expired component
ASI does not flash at all	Battery pack not inserted	Insert battery pack
	Battery pack is low or needs servicing	Replace battery pack or call for service.
	Unit needs servicing	Call for service
Power on self-test failed, service code "xxxx"	Unit needs servicing	Record code number and call for service
Battery pack self-test failed, service code "xxxx"	Battery pack needs servicing	Record code number and call for service
Service required	Unit needs servicing	Call for service
"Replace battery now" prompt	Battery pack capacity is critically low	Unit may not deliver a shock, replace battery pack immediately
"Battery low" prompt	Battery pack capacity is getting low	Replace battery pack as soon as possible
Display screen does not work	Battery pack depleted	Replace battery pack
	Battery pack not inserted properly	Make sure battery pack is oriented correctly and fully inserted
	Unit needs servicing	Call for service
"Plug in pads connector" prompt	Pads connector not plugged in	Plug in pads connector
	Pads connector broken	Replace pads
	Unit's connector broken	Call for service